

Microsoft® Office Outlook® 2016: Level 1

Training Course Content

Course Objective: Students will explore the Outlook interface and use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's new Groups feature to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

Prerequisites: To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment.

Delivery Method: Instructor-led, group-paced, hands-on classroom training with activities. Additionally, manuals are provided for each student for after class reference.

Lesson 1: Getting Started With Outlook 2016

Topic A: Navigate the Outlook Interface
Topic B: Work with Messages
Topic C: Access Outlook Help

Lesson 2: Formatting Messages

Topic A: Add Message Recipients
Topic B: Check Spelling and Grammar
Topic C: Format Message Content

Lesson 3: Working with Attachments and Illustrations

Topic D: Attach Files and Items
Topic E: Add Illustrations to Messages
Topic F: Manage Automatic Message Content

Lesson 4: Reading and Responding to Messages

Topic A: Customize Reading Options
Topic B: Work with Attachments
Topic C: Manage Your Message Responses

Lesson 5: Customize Message Options

Topic A: Customize Reading Options
Topic B: Track Messages
Topic C: Recall and Resend Messages

Lesson 6: Organizing Messages

Topic A: Mark Messages
Topic B: Organize Messages Using Folders

Lesson 7: Managing Your Contacts

Topic A: Create and Update Contacts
Topic B: View and Organize Contacts

Lesson 8: Working with the Calendar

Topic A: View the Calendar
Topic B: Create Appointments
Topic C: Schedule Meetings
Topic D: Print the Calendar

Lesson 9: Working with Tasks and Notes

Topic A: Create Tasks
Topic B: Create Notes